

Amendments to the Specification:

Please amend the title as follows:

TECHNICAL SUPPORT SYSTEM WHICH PERFORMS
BOTH AN ORDINARY SEARCH AND AN EXTENDED
SEARCH OF A KNOWLEDGE BASE

Please amend the paragraph at page 15, lines 5-16 as follows:

Aside from the above-mentioned code tables, it is possible to provide tables applicable to cases where different model numbers are assigned to the same model in different countries. In the synonym tables shown in FIGS. [[6]] 7 and [[7]] 8, English and Japanese synonyms are associated with the same code. However, these tables may be disposed in the system as a conversion table for unifying languages by converting, for example, Japanese or German terms to the terms of a standard language such as English. Thereby, it becomes possible to find a solution to similar claims from major subsidiaries managing other market regions.

Application No. 10/002,744
Response to Office Action

Customer No. 01933

Amendments to the Drawings:

Fig. 8 has been amended to correct the spelling of the word
"Expansion".

Attachment: Annotated Sheet Showing Changes
 Replacement Sheet